



*Post*

MAR 14 1986

OWNER SERVICES

965 East Broadway  
Milford, Conn. 06460

March 5, 1986

President  
A.M.C. Jeep Renault

Dear Sir:

I found that my 1983 Jeep Cherokee with only 17,626 miles was leaking oil. This due to what I believe was poor engineering, thus I understand an engineering change was made. This being the valve cover and gasket. I do not feel I should bear the full expense of the repair. This being \$63.00 labor and \$61.40 parts.

Enclosed is a copy of my repair bill. Trusting you will make an adjustment to correct this injustice.

*2/24*

Very truly yours;

*Lawrence E Mitchell*  
Lawrence E Mitchell



000601

000602

*Harry A*  
*mt*

March 12, 1985

Ronald Sears  
Sears Auto Sales, Inc.  
499 Route 6A  
East Sandwich, MA

Re: Donald and Harriett A. Clark  
1984 Jeep Grand Wagoneer - VIN 1JCCJ15N5ET091629

Dear Gentlemen:

I represent Donald and Harriett Clark who purchased a 1984 Jeep Grand Wagoneer VIN 1JCCJ15N5ET091629 from Sears Auto Sales, Inc. on March 23, 1984. Usually I call the dealer in cases like this to discuss the matter but in this case, I feel I must send this letter at this time to preserve my client's rights under Massachusetts federal law. The vehicle has approximately 5,800 miles on it. Attached is a letter from my clients to Sears Auto Sales, Inc., dated October 25, 1984 which was signed for on November 16, 1984.

For the reasons set forth below, my clients and I feel they have no alternative at this time but to demand a full refund of their purchase price and incidental costs, including sales tax, registration fee and any costs of options as well as any towing and reasonable rental costs resulting from the vehicle's nonconformity. As my clients paid cash, there are no finance charges. Of course, you are entitled to a "reasonable allowance for use" which by the law is obtained by multiplying the total contract price of the vehicle by a fraction with the denominator being 100,000 and the numerator being the number of miles the vehicle has traveled prior to the return. This demand for a refund is made under Massachusetts General Laws, Chapter 90, Section 74.

000603

Let me say at the outset that my clients have stated to me that you have an excellent reputation for service and for standing behind your product. You have corrected the vast majority of defects they reported to you without delay and have verbally assured them that you will stand behind the vehicle. As you know they paid a taxable sales price of \$18,097.00 and sales tax of \$904.85.

While driving home on March 23, 1984 the vehicle stalled as they entered the expressway. At the time they attributed this to the newness of the vehicle. The major unresolved problem is that after at least 8 attempts by Sears Auto Sales, Inc. to correct the problem over almost a year, the vehicle continues to stall unpredictably under any and all conditions; stopping at lights, going up hills, turning corners, backing up, slowing in traffic, pulling into their yard or going 20 miles per hour through Chatham's business district which has heavy traffic. Sometimes it stalls three or four times in a minute. When this occurs, the power steering fails which I believe is a safety hazard. They changed to different octane ratings on gasoline at your direction, but that did not help. They have left the vehicle with you for as long as four days. Sometimes the vehicle doesn't stall for two or three days and then there will be a repetitive stalling and then shuddering and shaking of the vehicle.

Another defect is the power steering which feels as if someone is pulling it and you have to jerk it. Also the rocker cover is leaking oil and needs to be replaced. I understand that the vehicle is due in for repairs again on Thursday, March 14, 1985.

My clients are simply frustrated, afraid to drive, and are embarrassed. They only drive the vehicle when necessary. They brought a vehicle from a manufacturer they thought reliable and a dealer with a reliable and good reputation. They were excited by the purchase. They had always enjoyed driving; now they would rather drive with others. Mrs. Clark had been doing volunteer work for the Hospice of Cape Cod and has had to say no to requests for aiding terminally ill patients with trips for medical treatment. At this point, they feel they have made the mistake of a lifetime.

Of course, we will provide you with the originals of papers necessary to transfer title back to you upon payment of the total purchase price, less a reasonable allowance. I suggest you provide this to your attorney and we will be glad to meet with you and your attorney to discuss this situation. I realize you will need support from the manufacturer; and therefore, I am sending a copy of this to the manufacturer as well as to the Secretary of Consumer Affairs in Massachusetts as they have the most familiarity with the law. Any meetings or discussions do not constitute a waiver of our request for a full refund unless the matter is resolved with a written agreement signed by my clients.

000604

I sincerely believe that it would be in the best interest of all parties that you consider and comply with our reasonable request without delay. I thank you for your anticipated cooperation.

Very truly yours,

Herbert F. Lach, Jr.

HFL:lm

Enclosure

cc: American Motors Corporation

Paula Gold, Secretary of Consumer Affairs

REGISTERED MAIL/RR



7553  
*Locust Ridge Drive* ~~XXXXXX~~ RIDGE ROAD HANOVER. MARYLAND 21076

-2-

A car dealership is only as good as the service department that backs up the sale, so this outfit is in trouble. I can assure you that I would NEVER consider buying another car from them, and I have a bad taste in so far as AMC products go, as a result. Maybe that isn't fair, but when you run into this kind of ineptitude and indifference, it makes you lose all confidence.

I strongly suggest that you do some investigating before they lose you more business than mine. I don't know how seriously you take complaints or what you might suggest to straighten out the matter, but I would be interested in hearing from you.

Ve: truly yours,

*John W. Walter*  
JOHN W. WALTER  
(301) 859-4158

606606

8

000007



Order's No. **K108T** **RECEIVED**

**AMC/Jeep/RENAULT**

Address 1 **Cl. 514, 2p**

Phone **313.549-0140**

Selling Dealer **Bill Saka**

Handling Dealer **Bill Saka**

Order No. **20574747**

Installation Approved **20574747**

Code **41C1B2**

No. of Units to Distribute **430B2**

Installation Order No. **150B2**

**110B2**

**387B2**

**go out**

**when with him: are most**

**other electrical accessories.**

**Repair made in set out a warranty**

**not play - where is check?**

**called Jim S. - told**

**my OSM. Mathy, finished**

**order received by Jim.**

**110B2**

**387B2**

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**110B2**

**387B2**

9

8

000-09

FEB 1 1983

SERV

Hickman, Ga.

2-8-1983

Dear Sir:

I bought a 1981 model Jeep 4.10 pickup truck which I am still pleased with except for one thing that is the plastic valve cover that has to be glued down which is a nuisance while it was still under the warranty I had to take it back to the Jeep Dealer and have it fixed and I have had to have it done once since by a local garage which is not good and it is showing signs of leaking again so if there can be some way to repair that I cannot recommend the Jeep any longer as my truck has never had but three loads on it and only has 114,513 miles and has never been driven over 55 mi and only very little at that speed and never been on any rough places just highway or country roads my identification No is 1574254987021799

Route 3, Box 284  
Hickman, Ga. 30546

Yours Truly  
Lutten Elliott

600610

TT3003

13 OCT 86

Dear Sir,

This is the third rep push-up  
 I've own and engine waste it has  
 a lot to be desired (Copl. 258)  
 Oil leaks are the major problems

The rear main were replaced  
 while still under warranty and now  
 my valve cover is warped and leaks  
 oil, the front timing cover gasket and  
 seal also leaks My concern is the valve  
 cover in which the original design is a  
 manufacture design defect. The replacement  
 part comes with bolts and have to have  
 holes drilled into the engine block. No  
 way can an average house mechanic able  
 to perform this task, it has to be taken  
 into a rep dealer at great expense to  
 the customer

I called and tried to talk to  
 your representative in Denver, Colo and  
 he flat told me neither he or anyone  
 else was going to do anything  
 about it. This attitude seems to be  
 an accepted response to all problems after  
 warranty. But, to me this is definitely  
 a manufacture design defect. I would  
 appreciate some sort of compensation for  
 this expense to me.

Sincerely  
 Bill Warner

1. SEE ATTACH BILL.



000614





President  
American Motors Sales Corp.  
14250 Plymouth Road  
Detroit, Michigan 48232

Dear Sir:

On July 1, 1981 I registered my new 1981 AMERICAN EAGLE. This was a happy day since I looked forward to having the new car with my family. Much to my dismay I regret to inform you that this car has become the greatest grief of my life.

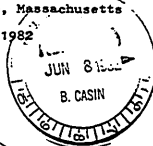
Driving away from the Dealership we should have taken our clues as the axle caps were falling off the car and to this day we have (3) three missing. Also upon approaching 45 miles an hour there was and still is subtle hesitation. After all the trips for service without success, they finally said the front wheels need balancing. We recently took it to a front end specialist and they found the car needs over \$150 worth of parts to do the job.

Within (10) ten days on the road the car suffered a broken shock which the dealer serviced. The next breakdown was an absolute nightmare. This happened going north on Mass. Rte 128, the second most treacherous highway in the country, when something failed with the oil line and gave the impression of a blown out engine. Smoke in front, inside, and behind the car along with electrical burn and electrical failure leaving us in God's mercy with no power. Miraculously we steered the car to the breakdown lane and my passenger and family proceeded to push it off the road where we tried to catch our breath from all the smoke inhaled. After being stranded for about (8) eight hours we were able to get the car to the service station the next day.

In the weeks that followed and presently the oil leaking and noxious fumes have continued to come into the car causing dizziness and nauseating feelings to me and my children. Steam cleaning the engine was requested and refused by the service station.

Since the gauges read normal and no warning lights appeared but there was so much oil on my garage floor I checked and found barely oil in the engine. Upon filling oil I found the engine cover so loose and no sealer there, allowing oil to splash and spill all over motor, wires, etc. and accumulate in all the wells of the engine causing more fumes to enter the car after warm up making us all sick. PLUS, not knowing how this motor is running without the required amount of oil in it. Windows must be open at all times.

177 Fairview Avenue  
Chicopee, Massachusetts  
01013  
May 31, 1982



000-016

The battery coming with this car apparently is inadequate for the electrical system because when driving with windshield wipers, defrost, fan, etc. the car stalls without any warning leaving you disastrously situated for a terrible crash.

One day I parked my car at work, took my keys, locked doors and found the engine still running. My husband and our electronic technicians could not believe this one. He had to open the hood and disconnect a wire to shut the engine off. Another scary feature.

These are just a few of the problems with this car. Along with physical abuse because of so many trips for service, scratches, upholstery wear, dirty vinyl doors, etc. There are also other problems that do not allow this car to operate smoothly. Some of the above seem to be more prominent than others.

I am enclosing copies of service work performed on the car. It seems to me there are an excessive number of oil filters, oil, sealant, etc. in the times of service and miles driven. I feel this car has too many defects to be safe to drive anywhere. Nothing short of a different car could possibly satisfy my anxious nerves, stress and inhalation of these nauseating noxious fumes we are forced to breathe when in this car alone or with passengers and family.

With respect of American Motors Corp. we tried desperately to handle these conditions through the service station but this has become too much to bear and there is no remedy in sight.

Everytime I have to drive this car I fear for my life and that of my family.

Very truly yours,

*Frances Bardon*

Frances Bardon

000617

Aug 28, 1984

Gentlemen,

In writing about the car which I've notified you about once before. It has been leaking ever since I've owned the car. The leak was around the valve covers. Two different places told me that this car did not require a gasket and therefore they could never fix the leak. Stay at Seymour Ind. was one place that looked at it. Wilson's at Columbus Indiana was the other place.

After being sent from one place to another I got tired of not getting anything done. I finally took it to a garage on my own. The leak has been fixed, after finding out that it did require a gasket. But in the mean time they told me the oil was coming from the compressor on

000618

my air Conditioner, After they tried  
to fix that, my air Conditioner got  
working, This happened, at Stacy  
garage at Seymour, Ind. And it  
me \$5.00 To repair that  
While I had my car in the garage  
This week, I discovered my front  
brake was bad, In sending you the  
bill, and what they did and the  
Cost, This car is a 1981 AMC  
Eagle, It has 11,874 miles on it. Do  
you think these brakes should  
be in that kind of shape. I feel  
like that I'm entitled to be re-im-  
bursed for my time and money. I've  
been with a car as much as 2 days  
and 2 nights at one time Besides  
all the inconvenience of trying to find  
someone to fix the car. The car was  
New when I bought it But I've been  
put to a lot of trouble and I feel that  
I've owed something Information on back

0619

1981 Eagle, 1A CCC385X8K16708

John Robert Coy

1319 Union Street

Columbus, Indiana 47201

Phone - 812-372-8788

000620

1981 American Eagle 480 wagon  
engine type 252 in

Form no. 675-9112  
SEP-2 1983 include in

SWIFT LETTER

Unit idem no. 11002556X11225

62 Constitution Ave

West Seneca N.Y. 14224

August 31, 1983

American Motors Sales Corporation

14250 Plymouth Road

Detroit, Michigan 48232

ILLEGIBLE

Gentlemen;

I purchased a 1981 American Eagle. Since the time of the purchase, which is 2 years I have been replacing valve cover gaskets. I spoke to owners of other American and they have the same problem. Recently, I asked a proprietor of an auto parts store, and I was told that most of the engines have the same problem and that if I contacted somebody about it, the problem can be solved.

In asking if the American corporation can help me in solving the leakage I am looking forward to your response. Thank you

Yours truly,  
Max J. Linc

000621

January 29, 1985

PYSVILLE AVENUE  
RQM, PA 15228  
1500



American Motors Corp  
50 Plymouth Road  
P.O. Box 1161  
Warren, Michigan 48090  
Customer Relations

Dear Sir

On December 12, 1983 I purchased an American Motors Eagle Limited automobile from Brant Oldsmobile Co. 153 Perryville Pittsburgh, PA. When I arrived home Barton, Vermont I discovered the four wheel drive did not work. I also discovered a large oil spot on the floor of my garage indicating an oil leak.

I took my car to a local garage (Park Garage, Orleans, Vermont.) They steamed and cleaned the engine (oil was all over the motor) and then discovered the valve cover was leaking. The gasket (sealant) had just been put on by Brant Oldsmobile in Pittsburgh, Pa.

000622

Enclosed are copies of bills paid and a letter sent to Braut Oldsmobile to correct this problem. As you can see by the dates Jan. 19, Jan. 20, Jan. 24 and February 24, 1984. Which have all been paid.

The last bill dated June 18, 1984 was not paid by Braut Oldsmobile Co, on the a/c. int of \$2.12. They refused to pay this last bill. This dealer treated me very fairly and I have no argument with them.

Recently, your representative from Boston, Mass. came to North Country Motors in Newport, Vermont. I spoke with him and he agreed to replace the valve cover. On January 23, 1985 a copy of the invoice is enclosed. He argued with me for one hour about how I should pay for the cover first and then later changed his mind and wanted me to pay for the labor. That would have been quite a bill, because it took them all of one day to put the replacement on the car. I refused to pay either.

010623



3

I feel that I should be reimbursed for the \$2.12 which is owed to Pack Line Garage Besides all the time spent running back and forth to garages, the floor of my garage is a mess from the oil leaks

The basic design of the valve cover was wrong otherwise you would not have revised the design to have six bolts instead of two. I enjoy the car you have designed, it is a fine product for this part of the country But I also feel you should stand behind your product

Thank you for your time and consideration I would appreciate hearing from you about this problem at your earliest convenience

yours truly  
Maurice La Bounty

000624

Maurice LaBounty  
TELEPHONE # BOX 53A, RFD #  
1-802-525-3945 Barton Vermont 05822

*Seward H. Moldenhauer*

*Attorney at Law*

9705 Fieldcrest Drive, Omaha, Nebraska 68114

(402) ~~266-XXXX~~ 397-4664

November 28, 1984

*Check  
check zone  
file*



President  
American Motors Corporation  
P.O. Box 442  
Detroit, Michigan 48232

Dear Sir:

I am the owner of a 1981 AMC Station Wagon which is really my wife's car. On June 4, 1984, we had the valve cover replaced because the car was leaking oil. It had 39,081 miles on it at the time. The work was done at Metro Motors in Omaha and the charge was \$86.24. A copy of the statement is attached. In early November, we again found that the car was leaking oil and the valve cover had to be replaced again at a charge of \$117.24. A copy of that invoice is also enclosed and the speedometer reading at that time was 44,419 miles. In investigating why the original replacement was not adequate, I was told by the employees at Metro Motors that American Motors had just recently changed the method of installing the valve covers because of problems which the AMC cars had as the previous method of installation was not effective.

The employees at Metro Motors were extremely courteous and they spoke to the Customer Service Representative of AMC who refused to take any responsibility or make any adjustments. I then called the Customer Relations Department of American Motors Sales Corporation in Overland Park, Kansas, and spoke to a Mr. Gary Graham, who told me that a bulletin had been put out in 1981 or 1982 which told the garages how to bolt on the valve cover and he said if it had been properly installed in June, it would not have leaked. I then went back to Metro Motors in Omaha and found out that it was only in the last three months that they had received instructions to change the method of installation of the valve covers and to bolt them in. They also informed me that the first kits which were sent out were defective in that the bolts did not work and had to be sent back. Consequently, from their standpoint, American Motors was responsible for the defective installations. It would appear that someone is lying!! As President of the Company, it would seem to me that you could find out if your people are telling the truth and why Metro Motors was unable to find this alleged 1981 or 1982 bulletin explaining how to install the valve covers with bolts.

I would request an adjustment because it is clear that the original installation was defective and your history of problems with those valve covers is certainly corroborative of the fact that there were obvious defects in the manner in which the valve covers have been installed in your automobiles. I request that you reimburse Metro Motors for the \$117.24. I paid this amount by Master Charge but am instructing my bank to withhold payment because of this dispute.

000625

ember 27, 1984  
age Two

My wife has always liked her Eagle and, should it be replaced, had always said she wanted another one, but if this is the way you treat your customers, I certainly would never purchase another AMC automobile. I have owned many automobiles over the years but have never been treated in this manner before. It seems to me you will never have a successful company if your customer service people are so insensitive to the needs of their good customers.

A prompt reply would be appreciated.

Yours very truly,

*Howard H. Mullikens*

Enclosures

CC: Stan Olsen  
Metro Motors  
808 North 102nd St.  
Omaha, Nebraska 68114

American Motors Sales Corporation  
Customer Relations  
8915 Quivira Road  
Overland Park, Kansas 66201

000626

Case No. **101011**

Address **MURRAY**

Code **DY**

Recontact **M**

OWNER CONTACT REPORT (CHECK ONE CASE CLOSING REPORT)

AMC/DeePIRENAULT

City, State, Zip \_\_\_\_\_  
Home Phone \_\_\_\_\_  
Bus Phone \_\_\_\_\_

VIN	1ACCK3879BK1521651	Year of Coverage	1/1	2/83
Model	2WK	Disposition	2	
Date	3/80	Priority	0 - Not Open	
1. Lat. Phone		Response	Phone	
2. Mail SA		Letter		
3. Zone		Open		

Selling Dealer **COON REES**

Copy Destination  
Zone Owner Relations Manager  
Field Service Manager  
District Service Manager  
Chair

Modeling Dealer **COON REES**

Zone Owner Relations Manager  
Field Service Manager  
District Service Manager  
Chair

Range To \_\_\_\_\_  
Observation Agency \_\_\_\_\_

Repair Made or Action Taken and Date \_\_\_\_\_  
Owner Satisfaction \_\_\_\_\_

Costs \_\_\_\_\_  
No. of times to Dealer \_\_\_\_\_  
No. of times to Zone \_\_\_\_\_

Issue (press number each time)  
Working Duplication \_\_\_\_\_  
022 11

11092 5500 + 6 expected  
value even if the Deal

92192 + and in a gender  
p art - gender

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1. Did you deal with every owner issue in terms of problem/damage (assumed level of satisfaction including any which came up after the case was closed)? ☒ Yes ☐ No

2. How satisfied or quality (check 1 line owner's vehicle)? ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10

3. Was this deal with the owner in the vehicle? ☐ Yes ☐ No

4. Required on all Detroit open cases? ☐ Yes ☐ No

5. How was this satisfaction reached? ☐ In person ☐ Phone ☐ Mail ☐ Other

6. Attach copy of whatever. ☐ SATISFIED ☐ MOSTLY SATISFIED ☐ DISSATISFIED

7. Attach copy of whatever. ☐ SATISFIED ☐ MOSTLY SATISFIED ☐ DISSATISFIED

8. Attach copy of whatever. ☐ SATISFIED ☐ MOSTLY SATISFIED ☐ DISSATISFIED

9. Attach copy of whatever. ☐ SATISFIED ☐ MOSTLY SATISFIED ☐ DISSATISFIED

10. Attach copy of whatever. ☐ SATISFIED ☐ MOSTLY SATISFIED ☐ DISSATISFIED

Zone 5g \_\_\_\_\_  
Date \_\_\_\_\_  
Signature \_\_\_\_\_  
Title \_\_\_\_\_

\*\*\*\*\*  
\*\*\*\*\*

Q62680

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PAGE 1

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101387

011488 N

MR. ROBERT

ROMANKO

1211 MEADOW DR.

MIDLAND

TX 79703

915-699-6956 615-332-1611

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D W

OWNER WANTS CORP. TO PAY FOR SECOND REPAIR ON VALVE COVER LEAK. FIRE REPAIR  
DONE WITH 63000 MILES ON VEHICLE. TOLD OWNER NO ASSISTANCE.



000028



*Merry* JAN 19 1983  
OWNER SERVICE

Walter A. Stapleton, Jr.  
Haring Road, Star Route 228  
Barryville, New York 12719

VIN: 1ACCC3B54BK160717

*RUSH*  
→

Mr. R. C. Lunn,  
Vice Pres.- Product Engineering  
AMERICAN MOTORS CORPORATION  
27777 Franklin Road  
Southfield, Michigan 48034

RECEIVED

JAN 18 1983

R.C. LUNN  
PRODUCT EN. DEPT.

Dear Mr. Lunn:

There's a story to this cellophane-backed section of sponge-like material and two other similar pieces. They are insulating components within the heating system of my 1981 AMC Eagle Wagon.

Very recently, while escorting three elderly people some 200 miles distant from home on a Connecticut Interstate on one cold, windy Sunday evening, the heater suddenly stopped functioning. I was embarrassed and upset for their extreme discomfort. No amount of tinkering with controls or the external heater components, nor garage mechanics, were of any avail--the problem was inside the unit. It was very disconcerting having to scrape frost from the INSIDE of the windows! We were frozen at journey's end.

These particular pieces 'were' attached to the inlet air control shutters which limit or direct airflow from the heater core. The glue was insufficient, either in application or quality, or both, resulting that all three pieces dislodged, completely blocking all airflow--NO heat. Owing that the shutters are internal to the system necessitated removal of entire heating unit to access the problem. That too was an experience--it was though everything 'but the back seat' had to come out to enable heater box removal.

Considering that we are talking about a \$10,000 automobile, I am much annoyed that you people have left such a flaw for 'customer detection'. In general the car has many fine features; but in particular, such appear diminished by the occurrence of such an inane failure. The desire to obtain top quality throughout was paramount in my decision to purchase this AMC product, because my vehicle usage demands that this very sort of thing does NOT occur!

There are other areas as well where quality has apparently been compromised: Leaking pinion seals and valve cover; burned-out and inaccessible radio light; screws popping out

000629

Jan. 12 1983

of interior panels; poor cut or fit of trim components; window channel pulling-out; locks sticking; defective tire valve stems; sluggish seat-belt retraction; leaking windows and hatchback; and, a faulty hatchback design which allows rainwater entry upon opening. Albeit that some of these problems were corrected under warranty; many appeared thereafter. In any event, most of these should just not have been--for they have lent to substantial inconvenience and displeasure.

I am generally not inclined to write such as this to communicate my feelings or relate my displeasure concerning a product I have purchased. In fact, it takes a great deal before I become so disposed. Therefore, you may certainly believe that in this instance AMC has indeed struck a nerve!

Sincerely,

*W. A. Stapleton Jr.*

Walter A. Stapleton, Jr.

000630





*prob*  
JUN 30 1983

June 28, 1983

Thomas E. Bowers  
Rt. 1 Box 156  
Sullivan, W. Va.  
25930

American Motors Corp.  
Owner Relations  
14250 Plymouth Road  
Detroit, Michigan  
48232

Sir:

I am writing this letter due to the trouble that I have had with my 1981 Eagle (ID# 1ACCC5358BK160223) that I purchased in January 1981.

I talked to the service manager at Earhart AMC/Jeep Inc. Peckley, W.Va. 25801 on June 25, 1983, when I had to have the brakes completely over hauled again.

This made the 3rd. Rotary that I have had to put on the passengers side since I bought the car besides the one that came on it. The drivers side hasn't been changed.

The service manager (John Riffie) said I should write to AMC to wage my complaint and ask for re-imbursement of charges.

Listed below is the times the brakes were repaired:

- (1) Nov 1981: Earhart AMC had to replace the rotary on the passengers side and put pads on the front brakes. AMC must have paid this for I did not receive a bill for this service.
- (2) May 20, 1982 I purchased a rotary from Earhart AMC through D & A Garage at coal city, W.Va. for \$73.96 and D & A Garage put the rotary on the passenger side of the car and put pads on the front brakes for \$44.53.
- (3) Aug 31, 1982 I had D & A Garage to check brake pads, they were wearing; but OK. \$4.20.
- (4) Dec. 1982 D & A Garage put new pads and turned rotary on passengers side. \$50.40.
- (5) Jun 25, 1983 Earhart AMC had to completely over-haul brakes and put a new rotary on passengers side, bill is enclosed. (please return enclosed bill).

The reason that I had D & A Garage do the brake work is because of labor cost as you can see on the enclosed bill I paid on June 25, 1983, one mechanic worked from 9:00 AM until 11:30 AM on my car, taking coffee breaks and doing odd things on other cars during this 2½ hrs. and I was charged \$109.80 for labor.

000632

If I made that kind of money I wouldn't have to work very long and I could retire.

I like my 1981 Eagle SX-4 for where I work in the coal mines its only a one lane road (blacktop) most of it is up and Down for about 1 mile and in the winter when it gets slick with snow and ice I haven't had to worry because my Eagle has went; but on these hills I have to have good brakes or get myself killed. The expense is just too much. There has to be something wrong on the passengers side brake for its the only brake that has given me any trouble. (3 rotary besides the original).

Another problem that I have had is the valve pan cover leaking, Earhart fixed this problem once while car was under warranty, I repaired it once and I had to buy another tube of high temperature gasket former again 6-24-83 to repair again. But this is a minor problem compared to the brakes. But oil leaks down on the exhaust system, it could cause a fire, besides the smell and smoke it causes.

Thank for your time and trouble I will close now hope to hear something from your Company soon.

Thomas E. Bowers  
Owner of  
Eagle SX-4

000633

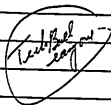
DEC 16 1982  
OWNER SERVICES

W. P. TIPPETT

DEC 13 1982

W. P. TIPPETT  
808 Fairway Dr  
Rockford, Ill 61109

12-9-82



Dear Mr Paul Tippet,

I purchased a 5X4 6 cylinder 1981 Eagle 11.2 horse 7616.7 miles. I have a problem with the valve cover, which is plastic, and no gasket prevent leaking of oil. The problem with driving are swaventy, and I tell hasn't been disalned. The dealer knows the problem, all they do put a sealer. Hasnt seem to stay, for the plastic cover warps, and problem is there again. Has the engineer come up with a solution that dealer doesnt know about?

I purchased our car at Jiffy Motors 5695 E State Rfd. Ill 61108. It is now in the hands of Lee Backrest Chevrolet 2076 Cherry Valley Mo. Blvd. Cherry Valley, Ill - 60634. I am writing to have by writing to you. Hoping you can do something for us, so we can keep our car.

(over)

are designation 76 is 1a@CK53

50 BK172613.

will respond to my letter.

yours truly

George Flood

000635

Find With No. **5116167Y** **HOLZMACH**

Code **04** No. **1**

Recon: **N**

OWNER CONTACT REPORT LOCUS & OPEN CASE CLOSING REPORT

**AMC/Jeep/RENAULT**

TRA NO.

DATE

City, State, Zip **178-3375** Bus Phone

Home Phone **3rd Sachs**

Rating Dealer

Area To **265744**

Information Given By

Code **0111-3** No. of times to Dealer

**2nding w 550P - (11)**

**WTF agent**

**650 new turn up in**

**since volen end load**

**Alto R. Co**

**330 Delta the ph**

**up atack**

**del. ac. phony**

Handed By **W. L. L. L.** Wire sent to Zone ☐ Copy ☐ Sent by Phone ☐

Other (Internal) Processing Instructions:

ISSUE (press number each issue)

Handling Disposition **022-11**

Repair Made or Action Taken and Date

Owner Satisfied ☐

Response ☐ Phone ☐ Letter ☐ None

Disposition ☐ 0 - Not Open ☐ - "C" Case

Phone: ☐ Routine ☐ "C" Case

Years of Coverage ☐ 0 - 1 ☐ 2 - 3 ☐ 4 - 5 ☐ 6 - 7 ☐ 8 - 9 ☐ 10

Date ☐ 1/1/83 ☐ 2/1/83 ☐ 3/1/83 ☐ 4/1/83 ☐ 5/1/83 ☐ 6/1/83 ☐ 7/1/83 ☐ 8/1/83 ☐ 9/1/83 ☐ 10/1/83 ☐ 11/1/83 ☐ 12/1/83

Copy Distribution ☐ Zone Owner Relations Manager ☐ Field Service Manager ☐ District Service Manager ☐ Other

1. Did you deal with every owner listed in terms of accommodation, measured level of satisfaction (including any which came up after the case was opened)? ☐ Yes ☐ No

2. Who road tested or quality checked the owner's vehicle? ☐ None

3. Was this road test done with the owner in the vehicle? ☐ Yes ☐ No

4. Who from the zone verified satisfaction with the owner? ☐ None

5. How was this satisfaction verified? ☐ In person ☐ Phone ☐ Written letter ☐ Other

OVERALL: OWNER REACTION ☐ SATISFIED ☐ MOSTLY SATISFIED ☐ "SATISFIED"

1. If not overall, complete back of report and make a copy for zone file

16 1984 R D.#1 Box 387

Albionville, New York 13324

August 14, 1984

Owner Relations  
American Motors Corporation  
250 Plymouth Road  
Warren, Michigan 48090

Dear Sir,

I am the owner of a 1981 SX4  
Hatchback, which I purchased new from  
Stable's Sales - Service in Little Falls,  
New York 13365. Since the date of  
purchase I have had oil  
leakage from the valve cover  
knives. I replaced the valve cover,  
which is fiberglass, with a  
new, more reinforced fiberglass  
valve cover. This lasted for 6  
months and now leakage is again  
occurring. Replacing the valve  
cover is the best Stable's said  
I could do with this type of  
cover. My question is - Why  
don't you use a metal  
valve cover which is better  
reinforced and can be tightened  
down. Recently I have purchased  
a new 1984 Chevy Monte Carlo for \$13,300.

my wife. Its <sup>was</sup> over a  
metal, thus no leakage and  
better designed. I still own  
a SX4, however, with this  
type of problem I don't believe  
my next vehicle will be an  
Eagle or any other American  
Motors Product

Hopefully I will hear  
from your company regarding  
this problem

Sincerely yours,  
Ed Mamrosch Jr

000638

Chic

MAR 23 1983

Dear Sirs,

Am writing you in regards to  
an 1981 AMC SX4 Four wheel  
drive Eagle Vehicle Identification  
number 1ACCE 5352 BK214. Am  
sorry to report that we cannot  
get satisfactory results from our  
local dealer pertaining to problems  
which should be serviceable and  
partially covered under the extended  
24,000 mile warranty. The car  
has a little over 15,000 actual  
miles on it and is falling apart.  
We took it in to have it serviced  
for a problem which caused the  
front end to shake very badly.

We paid our \$100.00 deductible  
on the warranty and they told us  
they would take care of the problem.  
So they replaced a rubber boot 9375  
8132433 Cost \$13.10, they also replaced  
a seal 9375 8132441 \$200.45 and they  
also replaced Damper shock 10260  
3236097 Cost \$43.25 not covered on  
warranty. This was on 3/15/83. They  
called said the car was fixed, we

001639



picked it up The next day we  
called them. because we still had  
the problem with the shaking in  
the front end, they told us to  
bring it back in they would find  
the problem and let us know  
what it was before they fixed it  
They called and said the rod broke  
Calipers hanging up, valve cover  
gasket broken, and they were going  
to rotate rear broke drums and  
replace faulty battery at a mere cost  
to us of only \$35.00 They said  
we had to pay the \$100.00 deductible  
again plus pay for repairs not covered  
under warranty. I don't know, but  
I think since we payed the deduc-  
tible once and they didn't make the  
necessary repairs for the specific  
problems we were having that we  
should not have to pay again. I  
don't think to begin with when  
you have an 1981 automobile with  
15,000 actual miles that all the things  
they say are wrong with it is a  
little outrageous. Would truly

10/10/80

appreciate it if you could take  
the time to give us the information  
necessary to receive prompt and  
quality service for the merchandise  
you sell so that in the future  
we will continue to buy the  
products you sell. We have been  
in touch with the Better Business  
Bureau in our area and he suggested  
we send a formal complaint to  
our local dealer and a copy to  
the main factory. We had direct  
contact with the factory representative  
and to must say were much  
disappointment, there were things  
covered on the extended warranty that  
he said weren't covered, we showed him  
the papers that stated that they were  
but he said we still had to pay the  
\$400.00 deductible again we would  
appreciate your help in solving this  
problem

Address  
110 Block St  
Waterloo, Ia.

Sincerely  
Mr/Mrs Leonard Chas  
Redmac Ker

50703 Ph-319-2322511

001641

Hand

AMC

Mr  
I bought - 81 Eagle  
AMC New, few weeks  
later have leak oil  
I called the Co they say  
bring back I do enclosed  
the remit

Still leak oil

This Eagle was in the  
Stor. room

where I can go from  
- home of John &  
Loren



000642

Glenn E. Rowan  
28 South Lane  
St Charles, Mo 63301

PS Look they can fix

000643

From: Mr. & Mrs. Richard L. Staples  
416 E. Arion St.  
West St. Paul, MN 55082

TO:

Mr. J.J. Dedeurwaerder  
American Motors Corporation  
27777 Franklin Rd.  
Southfield, Michigan 48034

Ref: 1981 AMC Eagle V6 SX/4  
Serial no. 1ACCH5353K193368

Dealer who sold us car:

Bob Carter Ford Inc.  
Highways 110 and 52  
Inver Grove Heights, MN 55075  
(612) 451-2201

Dear Mr. Dedeurwaerder:

We would like your help in getting many problems with our Eagle corrected. We purchased the car October 31, 1981 from Bob Carter Ford, AMC Jeep Renault with 6530 miles as a demonstrator. It seems as soon as we purchased the car our problems begin. As far as the four wheel drive goes it handles beautifully four our minnesota winter. However, when the car had 13,204 miles on it the transmission needed to be rebuilt. Bob Carter Ford would not provide us with a loaner car and had our vehicle tied up for a week and a half. It was a great inconvenience to us, as both of us are working people with a family and depend on the car for reliable transportation. When we purchased the car we were assured that the car had a 12 month or 12,000 mile warranty from the day we bought the car on October 31, 1981. The vehicle had 6530 miles on it. Bob Carter Ford tells us this is now not true. There are still so many problems with the car and we can't get them fixed because they, Bob Carter says the car isn't under warranty. Ken Bloom, the salesman who sold us the car also told us we had 12,000 mile and one year warranty. We don't understand why they will not honor this. It seems as long as they got their money from us that thats we'dit ends. Bob Carter Ford put that 6530 miles on the car, so why should we suffer. We've had so many problems with the car. We've taken it into have them corrected and the same problems reaccour. The car was to have a block heater and it took them a month to finally order the correct one. We feel the car should be 95 to 100 % correct, especially after the price we paid for the car. The quality and workmanship are so poor I don't know how you can let the car off the line. we are so tired of fighting with Bob Carter Ford we are ready to take legal action. All we really want to do is get the problems resolved and not to have to go that far. We also purchased the 50,000 mile or 5 year warranty and are supposing that the dealer will renige on that also. If we wanted to buy a used car we could have gone to Avis and gotten a full 12,000 or one year warranty without any problems. The interior of the car is now falling apart. Now our major problem is the driver seat is falling apart. We have the high back buckets that are beige with beige cloth inserts. Along the seam on the outside of the seat the vinyl has torn away from the stitching. We had your District Manager whoes name is Bill Kamrud and is located at 4600 Olson Memorial Highway. He went to Bob Carter Ford August 12th to check on the seat. He said that we poked holes in the seat. Why would we do that to a 9700.00 car? The vinyl ripped away from the stitching. We feel this is just an excuse as they don't want to fix it. They did say we can get it fixed at Bob Carter's cost but we would have to pay to get it fixed. We feel we shouldn't pay a thing.

er makes your seats certainly does poor workmanship. The car now has 15,500 miles on it. We first brought this to the dealers attention, the car had 11,000 miles on it. Ken Bloom, the salesman who sold us the car advised us that Bill Kamrud comes in once a month and that he would call us to set up an appointment. Ken never called. He has our number and both of our work numbers. When we did finally get an appointment, it was too late because the car had 13,000 miles on it and supposedly no longer under 12,000 mile warranty. We want the seat fixed and to have the dealer pay for it. Here are some other problems they refuse to fix: Our Eagle is a four speed and has a tachometer that no longer works. When you hit the brakes the dash of the car shakes. We have a loud constant whining from the transmission that was not there when we purchased the car. They attempted to solve that problem when the transmission was rebuilt, but it still does it. The map light lense has fallen out. The car is leaking oil from underneath it. We have had it in already to have the valve cover gasket replaced. The valve cover was not on tight and had oil all over the inside of the engine compartment. We have a constant surging at high speeds that Bob Carter has tried to fix and either can't or won't fix it. We had the car in to have a leak in the sunroof fixed and it still does. We have a removable sunroof that is supposed to come with a cover according to the owner's manual. We have told Ken Bloom to order it several times and have yet to receive it. The clock in the car no longer works.

We would like these problems correct and get our 12,000 mile or one year warranty as we were told when we purchased the car. We bought this car for dependable transportation back and forth from work and also for the severe winters we have in Minnesota. We can't understand why we can't get good service. Certainly Bob Carter Ford doesn't care. We would appreciate your assistance in getting our problems resolved with your car and try to restore some of the faith we had in AMC and your representatives. We shall be waiting to hear from you soon.

Sincerely,

Mrs. = Mrs. *Richard L. Staples*

Mr. and Mrs. Richard L. Staples  
416 E. Arion Street  
West St. Paul, MN 55118  
(612) 451-9362  
Work - Jeanne 726-1411  
Home - Richard 778-1006

Mr. W.P. Tippet  
Chairman  
AMC Corporation  
27777 Franklin Rd.  
Southfield, MI. 48034

CC: Northwestern National Bank  
7th and Marquette Avenue  
Minneapolis, MN 55480

CC: Warren Spannus  
Attorney General  
Ford Bldg, Second Floor  
117 University Avenue  
St. Paul, MN 55155

CC: Better Business Bureau  
1745 University Avenue  
St. Paul, MN 55104  
Nyla M. Stegemeyer  
Joyce Lertz

000645

Christopher G. & Marina A. Dean  
Pace Lane  
Alexandria, VA 22306

27 1983

W. P. TIPPETT

MAY 20 1983

May 16, 1983

*Rush*

Mr. W. Paul Tippet  
Chairman  
American Motors Corporation  
27777 Franklin Road  
Southfield, Michigan 48034

Dear Mr. Tippet:

I am writing to you because my attempts to work with either our AMC dealer or your local representative have brought no solution to the problems I encountered after I bought an AMC Eagle in February 1982.

At that time, I traded in a Renault Gordini for a new 1981 AMC Eagle SX4 (VIN 1ACCH535BK184186). Previously I had owned several Japanese and European cars. As a foreigner living and working in this country I decided it was time to try an American car. I was attracted by American Motors' claim of product quality and the full 12-month/12,000 miles warranty. My choice fell on the Eagle. I regret to say that that choice was a mistake, a financial as well as an emotional one.

For the period of one year, I tried to have the multiple defects, covered under the warranty of the product, repaired. I am enclosing a description of the problems. In February 1983, the car had spent approximately five of the twelve months in the shop, and still had the same problems after 21 repairs. I was not willing to drive it anymore.

I bought a Renault Fuego and my husband willingly took the Eagle. However, after driving it for one month, my husband decided that the Eagle was unsafe to drive. We tried to trade it in for a new 1983 Eagle SX4. There was no question of a trade, the payoff on the loan being much more than the dealer was willing to offer us for the 1981 Eagle.

After more than one year no attempts were ever made by the dealer or the local representative to settle the issue in a for us acceptable manner. As both my husband and I need reliable cars we were forced to buy a new car. The 1981 Eagle was left with the dealer on consignment, because we felt we could not in good faith sell this car. In fact, we feel, this car should not be sold at all, as it is dangerous to drive. Apparently, the dealer also has a problem selling it: he has not been able to do so in ten weeks.

000646

Aside from the aggravation, frustration and time lost in taking the 1981 Eagle to be repaired, we lost \$3000 (trade value of the Renault Gordini) we owe \$7000 on the loan for this car, and the lienholder requires us to have high-risk insurance on the car (\$1796 for 35 months) Although we left the car in the dealer's custody, he claims he is not responsible for the insurance.

We still think you offer a good product. We did, however, end up with a lemon we are unable to sell. Having bought a new Eagle already, we hope you will honor your warranty claim and give us a full refund of \$10,000, the price we paid for the 1981 Eagle.

We sincerely hope a satisfactory solution will soon be found and we are looking forward to hearing from you in the near future.

Sincerely yours,

*Marina M. Dean*

Marina A. Dean

cc: Mr. Ray Inman  
Belvoir AMC Jeep and Renault

Mr. George L. Parker  
National Highway Traffic Safety Administration

Mr. Rick Henton  
AMC Zone Office

Federal Trade Commission  
Washington, D.C.

Motor Vehicle Manufacturers Association  
Washington, D.C.

Automobile Owners Action Council  
Washington, D.C.

Center for Auto Safety  
Washington, D.C.

Consumer Union - Washington Office

WJLA TV - Channel 7  
"Seven on Your Side"

0006677



Defects - AMC Eagle SX4 1981 - 6-cylinder

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VIN 1 ACCH535BK184186

Date of purchase February 12, 1982

Dealer Belvoir AMC Jeep and Renault  
14126 Jeff. Davis Highway  
Woodbridge, Virginia 22191

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Oil leakage

Plastic valve cover does not seal securely to the head, resulting in oil leakage. The rate of leakage varies: sometimes it is comparatively inconsequential -- about one quart every 100-200 miles. We also have experienced oil leakage at the rate of a quart every 30 miles.

If the oil leaks on the curb side of the engine: fouling of the ignition high voltage system and various plastic hose nipples cause spark plugs to misfire and hoses to come loose, either of which results in sudden loss of power and stalling. When the oil leaks on the other side, it hits the exhaust manifold and turn to smoke, resulting in fumes in the passenger compartment entering through the ventilation system, and condensation of oil droplets in the heating and air conditioning system. Other problems occur: oil coats the engine compartment, underbody, and running gear, reaching the front and rear brake assemblies, and the flywheel housing, resulting in contamination of their components.

When we bought the Eagle SX4 we experienced oil leakage almost immediately. The vehicle went in for service 21 times in the next year, during which the valve cover was resealed at least 11 times (on several occasions, the seal failed while the vehicle was still in for service, and the work was redone) and replaced with a new cover four times.

Other service episodes involved failures of components which we felt were related to the oil leakage, and these included spark plugs with fouled exteriors, filters, the clutch and both front brake systems.

On occasion the car would not leak oil for a while, but the problem always recurred.

Missing and stalling

Originally we thought the missing and stalling was related to the oil leakage, but even when there was no oil leakage, the engine was continuously missing at steady speeds. The stalling sometimes was so bad, we had to brake and keeping the rpm's up at the same time. To this day, nothing that was done, helped and the problem still exists.

000648

Page 2

Defects - cont.

Front end

One of the first times, the car went in for warranty repairs, I told the dealer to check the front end, because a loud noise occurred whenever I went over a bump or turned a corner. When I went to pick up the car after service, I was told the noise was caused by the wheel stops, but that the front end had been checked and everything retightened. The noise was indeed greatly reduced, but it was still there. I complained about it a few more times, but on every occasion was told not to worry, the noise was caused by the wheelstops.

The last two months we drove the car, an additional and dangerous problem occurred. At first it happened occasionally, but later it happened almost every day: when hitting a bump at a certain speed, the front end would start to shudder violently, and the car would go out of control, steering being impossible. The only way to stop the shuddering is bringing it almost to a standstill.

Of course, copies of all the warranty tickets are available.

000549